



City of Austin

Google Fiber Community Connections Program

Frequently Asked Questions (FAQ's)

What is a Google Fiber community connection?

A community connection is a free, high-speed broadband internet connection. It's a symmetric gigabit Internet connection (up to 1 Gbps upload and 1 Gbps download) over Google Fiber's network.

What sites are eligible?

Community Connections are intended for public or non-profit facilities whose primary purpose results in public participation in the services provided at the facility:

Schools, Libraries, Community Centers, Municipal Buildings and Public Facilities

All sites must be within Austin city limits, and within qualifying fiberhoods.

What is a qualifying fiberhood?

Google Fiber will build out their network in fiberhoods which meet their pre-registration goal. This same order applies to Community Connections.

What's included with a free Google Fiber Community Connection?

Please see Google Fiber's Community Connection website for specific details:

<https://fiber.google.com/about/communityconnections>

When will Google Fiber be available to the general public?

Google announced they will begin serving their first customers in mid-2014.

How will sites be selected?

The City is responsible for developing a proposed list to submit to Google Fiber by the end of the year.

After the application deadline of September 30th, staff in the City's Office of Telecommunications & Regulatory Affairs will review and assess applications based on the selection criteria, then forward selected applications to the Community Tech & Telecommunications Commission for review and input. The Council Committee for Emerging Technology & Telecommunications will make recommendations on a proposed list of sites that will be adopted by the City Council before submitting proposed list to Google Fiber. The final decision for a site connection ultimately rests with Google Fiber.

If my organization is selected to receive a Google Fiber Community Connection, can I share it with other organizations?

Per Google's terms of service, your Google Fiber connection can only be utilized at your location. However, allowing representatives from other organizations to use your connection at your location is welcomed and encouraged. Organizations may not deploy a Wi-Fi network outside of their facility with this connection.

How long will I receive this free connection?

Google will provide this free connection for 10 years from the start of Google's contract with the City (through April 8, 2023).

Can towns that have been annexed by the City of Austin apply for a Community Connection?

At this time, only full-purpose annexed districts may apply. Limited-purpose annexed districts and future annexations are not in the network, and are therefore ineligible.

Can I apply to receive a community connection as an individual or small-business owner?

The Community Connection program is limited to non-profit organizations and public entities only. Google will begin deploying its fiber network in the Austin area in mid-2014. For more information, please refer to the Google Fiber website.

Where will Google Fiber be deployed first?

All operational issues will have to be addressed by Google Fiber

- **Are organizations w/multiple locations required to submit a general application for each property?**

Organizations that have multiple locations can enter general organization information rather than site-specific information. However, other sections of the application require details specific to each location.

- **Can my organization have more than one IP address?**

Please refer to the technical offerings slide in the Google Fiber presentation located @ austintexas.gov/digitalinclusion, there are (2) IP Address options.

- **Will organizations receive connections based on the strength of their applications, or geographical location?**

Locations must meet several criteria, and geographic diversity is one consideration.

- **How many applications have you received?**

We expect to receive approximately 350 applications.

- **Is there a contingency plan for sites that do not become fiberhoods?**

We will consider alternate applications in their place.

- **Is there a limit to the length of responses?**

Please limit your responses to 1,000 words each.

- **Are organizations that receive Google Fiber connections considered fiberhoods?**

No. All operational issues will have to be addressed by Google Fiber

- **The application refers to the community we serve. Is this a reference to the people who use our services, or all Austin residents?**

Your community is the neighborhood and clients who utilize your services and programs.

- **What is the mailing address for the application?**

PO Box 1088
Austin, TX 78767

- **Can we hand-deliver applications?**

Yes. Please bring your application materials to:
124 W. 8th St., Suite 210
Austin, Texas 78701

- **My organization reaches Austin residents through radio/television/Internet. How can we show how many people utilize our services?**

Submit viewership, listener, and site visitor data as it pertains to Austin residents with your application.

- **Are public entities required to answer questions designated for non-profit organizations?**

Though not public entities are not required to answer these questions, doing so may enhance your application.

- **Can organizations sharing space with others submit an application?**

Yes. Organizations that share space should combine to coordinate, collaborate and work together to submit one application.

- **How should organizations sharing one space answer questions on the general application form?**

Organizations that share a facility should submit one general application, and put organization-specific information (such as the number of employees) in a single-row, multi-column spreadsheet, table, or matrix.

- **Will discussing our current and impending collaborative efforts and partnerships with other organizations enhance our application?**

Yes. Collaboration between organizations is welcomed and encouraged.

- **We serve clients from areas surrounding Austin along with Austin residents. Should we include their demographic information?**

Please submit demographic information for Austin residents only.